

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application Serial No. 10/826,160
Filing Date April 15, 2004
Inventorship..... Hua-Jun Zeng
Applicant Microsoft Corporation
Group Art Unit..... 2168
Examiner Aaron J. Sanders
Attorney's Docket No. MS1-1892US
Title: Processing Service Requests for Product Support with Indexed and Clustered Answer Objects

AMENDMENT

RESPONSE TO NON-FINAL OFFICE ACTION DATED JUNE 11, 2008

To: **Mail Stop Amendment**
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

From: Benjamin A. Keim (Tel. 509-324-9256 x248; Fax 509-323-8979)
Customer No. 22801
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421 W. Riverside Ave., Suite 500
Spokane, WA 99201

Dear Examiner Sanders:

This communication is responsive to the Non-Final Office Action dated June 11, 2008, and is being filed with a two-month extension to the three-month shortened statutory period.

Amendments to the Claims begin on page 2 of this document.

A Statement of Substance of Interview begins on page 26 of this document.

Remarks begin on page 27 of this document.